

UNDERCOVER ROCK

Booking Terms and Conditions

Conditions

1. All course bookings are made with Undercover Rock Ltd, Registered Company No 2599639 (referred to as UCR) whose registered office is St Werburgh's Church, Mina Road, Bristol, BS2 9YT.
2. Climbing and Mountaineering are hazardous activities with a danger of personal injury or death. Although we take every care to minimise these risks, participants of UCR courses should be aware of and accept these risks and be responsible for their own actions and involvement.
3. Neither UCR nor any of its representatives will be responsible for any illness, injury or death sustained on our courses, nor will they be liable for any uninsured losses of client property.
4. Under 18's wishing to participate in Undercover Rock courses must, in the first instance, contact the centre to discuss requirements and eligibility. Please note additional consent forms may be required.
5. In order to reserve a place on a course you must return a completed booking form together with a deposit of typically not less than 50% of the total cost of the course. This deposit is non-refundable (see **Cancellation by the Client**).
6. On receipt of a booking UCR will send you written confirmation together with details of final payment, joining instructions and an equipment list where appropriate.
7. The balance of all course fees must be received no later than 2 weeks prior to the commencement of the course. Unless agreed otherwise, failure to pay the balance of the course fee by the due date will be treated as a cancellation.
8. Course fees are payable by cheque to Undercover Rock Ltd or by credit or debit card during normal office hours only on 0117 908 3491. Credit card payments will attract an additional administration fee.
9. If your Company or Authority requires an invoice for this course, please enclose a purchase order or other form of written authority with your booking form. Payment terms for invoices are strictly 30 days net from date of invoice. Under the Late Payment of Commercial Debts (Interest) Act we reserve the right to impose interest on all invoices where the balance has not been settled in full within the specified credit period. Interest will be charged at 8% above the Bank of England base rate and will accrue on a daily basis. An administrative fee of £40 for debts up to £999.99 and £70 for debts above £1000 will also be levied on any outstanding balances.
10. You must notify us of any medical conditions (e.g. asthma, epilepsy, diabetes, previous injuries), medication taken or allergies (i.e. penicillin, nuts) which may affect your ability to safely participate in any activities booked through UCR.
11. When making your booking you must have read and understood these terms and conditions, particularly those applying to cancellation, and agree to abide by them.
12. Our instructors reserve the right to ask one or more clients to leave a session if they are unable to participate appropriately in the activity, or if it comes to light that the participant is under age. These participants will be returned to the care of the group leader or accompanying adult for the remainder of the session and will no longer be under our care and responsibility.

Cancellation by the Client

13. All cancellations must be made in writing and will be effective from the date of receipt by UCR.
14. In the event of UCR being unable to resell your place on a course the following cancellation fees shall apply:
 - i) 50% of the total course fee where cancellation takes place between 14 and 28 days prior to the commencement of the course.
 - ii) 100% of the total course fee where cancellation takes place within the 14 days prior to the commencement of the course.
15. Where a place is resold the course fee may be refunded or transferred to a future course subject to an administration charge of £10.00 per customer.
16. The course fee may be transferred to an alternative course provided notice is given no later than 28 days prior to the commencement of the course. Transferal will incur an administration charge of £10.00.

Cancellation by UCR

17. UCR will make every attempt to ensure that courses run, however, UCR reserve the right to cancel a course if there are insufficient numbers. In such a case UCR will notify the client as soon as possible but not less than 5 days prior to the commencement of the course.
18. In the event of UCR cancelling a course the client shall be entitled to one of the following:
 - i) A full refund of all money paid.
 - ii) A transfer of all money paid to an alternative course.

Insurance

19. UCR is fully insured for employers' and public liability only and will not be liable for any losses of client property, illness or injury. Clients may wish to consider taking out insurance against accident and personal injury as well as cancellation and curtailment of courses (particular for outdoors). This needs to cover the activities that clients will be undertaking in their course. Such insurance may be obtained from: British Mountaineering Council (BMC), 177-179 Burton Road, Manchester M20 2BB, Tel: 0161 445 6111, or online from www.thebmc.co.uk.